

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, March 12, 2024**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**Invitees**

Stephen Boley  
Capt. Jason Britt  
Brett Saunders  
Dawn Gunter  
Mike Alexander  
Scott Lunsford  
Sherri Smith  
Sgt. Derek Joseph  
TBD

**Representing**

FLHSMV  
FLHSMV  
FLHSMV  
FLHSMV  
FLHSMV  
Florida Tax Collectors  
Florida Tax Collectors  
Law Enforcement  
Law Enforcement

**Agenda**

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- MM Phase II Program Update
  - Financial Review
  - Phase II Pilot/Implementation Readiness
- Stakeholder Outreach Update
- Q&A
- Adjourn



**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, February 13, 2024**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**WELCOME AND INTRODUCTIONS**

- The meeting was called to order at 2:30 p.m. Kristin Green began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included:

- Capt. Jason Britt
  - Brett Saunders
  - Dawn Gunter
  - Scott Lunsford
  - Sherri Smith
  - Sgt. Derek Joseph
  - Mike Alexander
  - Stephen Boley
- Additional FLHSMV members included – Michael Anderson, David Arthmann, Elise Batchelor, Stacey Bayyari, Kristin Green, Chad Hutchinson, Judy Johnson, Patricia Joseph, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Doane Rohr, Jonathan Sanford, Corrine Taylor, Cathy Thomas, and Scott Tomaszewski.
  - Visitors included – Joseph Weldon from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, and Maurice Bounds with Florida Digital Service also attended.

**REVIEW OF MEETING MINUTES**

- Rachel Ramos reviewed the meeting minutes from December 12, 2023. No corrections were identified. A motion to approve the minutes was accepted by the board members and the December 12, 2023, meeting minutes were approved.

**PHASE II IV&V UPDATE**

- Alyene Calvo presented an overview of the IV&V report for Phase II. The current risk state was amber and there was one open deficiency to report. Project risks are increasing due to continued resource challenges with development and testing staff. Additional monitoring of staffing capacity was put in place by FLHSMV. The agency hiring freeze remains in effect. The project is currently tracking approximately 14.1 days behind schedule. The project is tracking on budget. Change Requests continue to follow the established change management process.

**FINANCIAL REVIEW**

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2023 – 2024 fiscal year is approximately \$9.9 million. Approximately \$5.5 million was expended as of January 2024 with a less than 1% variance and approximately \$4.4 million in remaining funds. A Legislative Budget Request was submitted for the 2024 – 2025 fiscal year as well.



## **PHASE II PROJECT UPDATE**

- Joseph Weldon presented an overview of the ORION Releases:
  - Release 1 – Motor Vehicle Issuance (MVI) Inquiry – The pilot went live in October 2023 and then statewide on November 8, 2023.
    - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
  - Release 2 – ORION Pilot – Spring 2024
    - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices (TBD)
  - Release 3 – International Fuel Tax Agreement (IFTA)/International Registration Plan (IRP) – June 2024
    - Celtic IFTA/IRP COTS Product and associated ORION updates
  - Release 4 – ORION Statewide – January – June 2025
    - All core MVI and Global functionality
  - Release 5 – Motor Vehicle MyDMV Portal – Spring 2025
    - Motor vehicle functionality additions to MyDMV Portal
  - Release 6 – Batch, Back-Office – June 2025
    - Remaining ORION back-office functionality and Phase II batch functionality
- Mr. Weldon then discussed the Release 2 schedule and the below list of Pilot sites.
  - Group 2 Pilot Sites (April – May 2024):
    - Hillsborough – 03/01 – K77
    - Manatee – 15/06 – M71
    - Brevard – 19/02 – H71
  - Group 3 Pilot Sites:
    - Suwannee – 31/01 – D73
    - Escambia – 09/03 – A76
    - Saint Johns – 20/01 – F71
    - Pasco – 28/05 – L72
    - Volusia – 08/02
    - Leon – 13-03/B70
- Mr. Weldon presented a status update for the Phase II project teams:
  - Titles & Registration (T&R) Team: The team was trending behind on development. They continued to focus on Release 2a readiness. Tax Collector offices in Hillsborough, Brevard, and Manatee Counties are fully engaged in testing and User Acceptance Testing (UAT). The team is also working on getting the training environment set up for the first set of Pilot offices. The team's user guides are currently in review by legal.
  - MV Globals Team: The team is trending behind on development. They continued to focus on setting up the training environment and 2a readiness. The team's user guides are also currently in review by legal.
  - Portal/Fleet Team: The team is also trending behind on development. This is due to a lack of resources. Testing continued at a steady rate. They are on target for training and user guides as well.
  - IFTA/IRP Team: The team completed their production build and continued to work with the vendor on UAT. They are on target for training and user guides.
  - Risks and issues impacting the teams included:



**Office of Motorist Modernization**

- Four Developer Vacancies – Jobs have been posted.
  - Open SEU Positions – Jobs have been posted.
  - National Motor Vehicle Title Information System (NMVTIS) Structured Testing – A risk was realized previously as there was a misalignment of FLHSMV's vision of the testing approach and AAMVA's vision.
- Mr. Weldon discussed the below critical path for Release 2:
  - Development
  - UAT
  - Third Party Cashier Vendors
    - A meeting is scheduled for March 5, 2024, to discuss testing and provide the cashiering specs.
  - Security Testing
  - Performance Testing
    - Began dry-run last week.
  - Training
    - Vacancies have impacted the training group as well.
  - User Guides
- Release 2 – ORION Pilot – Critical Path for NMVTIS:
  - NMVTIS Reload
    - Initial Extract Brand & Title
    - Discrepancy Files from AAMVA
  - NMVTIS Web Service Integration – Completed
    - EFS
    - FRVIS
  - NMVTIS Structural Testing (January 2024 – March 2024)
    - ORION
    - EFS/FRVIS
  - The team met with AAMVA on January 22, 2024, to discuss changes to the structural testing approach. They decided to complete testing for FRVIS and EFS first and then move on to testing the ORION application.
- Release 2 – ORION Pilot – Critical Path – ISA:
  - WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS
  - WRAP 8186: OMM Phase II - ECM MVSCAN EFS
  - WRAP 8148: USDOT Number - OMM Phase II – March 2, 2024
  - WRAP 8154: Database Change - OMM Phase II FRVIS
  - Legislative WRAPS – Not critical to Pilot but will impact resources and priorities.

**ORGANIZATIONAL CHANGE MANAGEMENT UPDATE**

- Elise Batchelor stated in preparation and support for Release 2, the Organizational Change Management (OCM) team will continue to:
  - Hold Change Champion Network Connects with 72 Change Champions (Tax Collectors and their staff, and FLHSMV members);
  - Conduct Engagement meetings with key personnel from FLHSMV divisions and bureaus;
  - Conduct ORION demos with Change Champions and divisions/bureaus as needed;
  - Update the OCM SharePoint and PartnerNet pages with new tools/information;



**Office of Motorist Modernization**

- Submit articles to newsletters such as the NewsWheel and ORION Hub;
- Send updates to the Change Champions via the OCM email;
- Assist with Phase II Tax Collector testing (Brevard, Hillsborough, Manatee).
- Facilitate discussions related to Phase II Pilot and Go-Live inventory strategy;
- Conduct a Pilot Assessment with each of the Pilot offices as they onboard;
- Assist the OMM Communications Consultant with the Phase II communications plan.

**STAKEHOLDER OUTREACH**

- Ms. Green stated from February 26 – 28, 2024, team members plan to visit the Tax Collector offices in Brevard, Manatee, and Hillsborough Counties to discuss Pilot readiness.

**Q&A**

- There were no questions or concerns from members present.

**ADJOURNMENT**

- Ms. Green adjourned the meeting at approximately 2:55 p.m.
- The next Advisory Board Phase II Meeting is scheduled for February 13, 2024.

**Note: The below handouts were consolidated in a meeting packet and emailed to members:**

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (12/12/23)	5 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Change Request #44	4 Pages
Phase II Project Updates – Key Enablers	11 Pages



# Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor  
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)  
Advisory Board Presentation

12 March 2024



Building a better  
working world








# Topics for discussion

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- ▶ General IV&V overview
- ▶ Overall risk state and trending

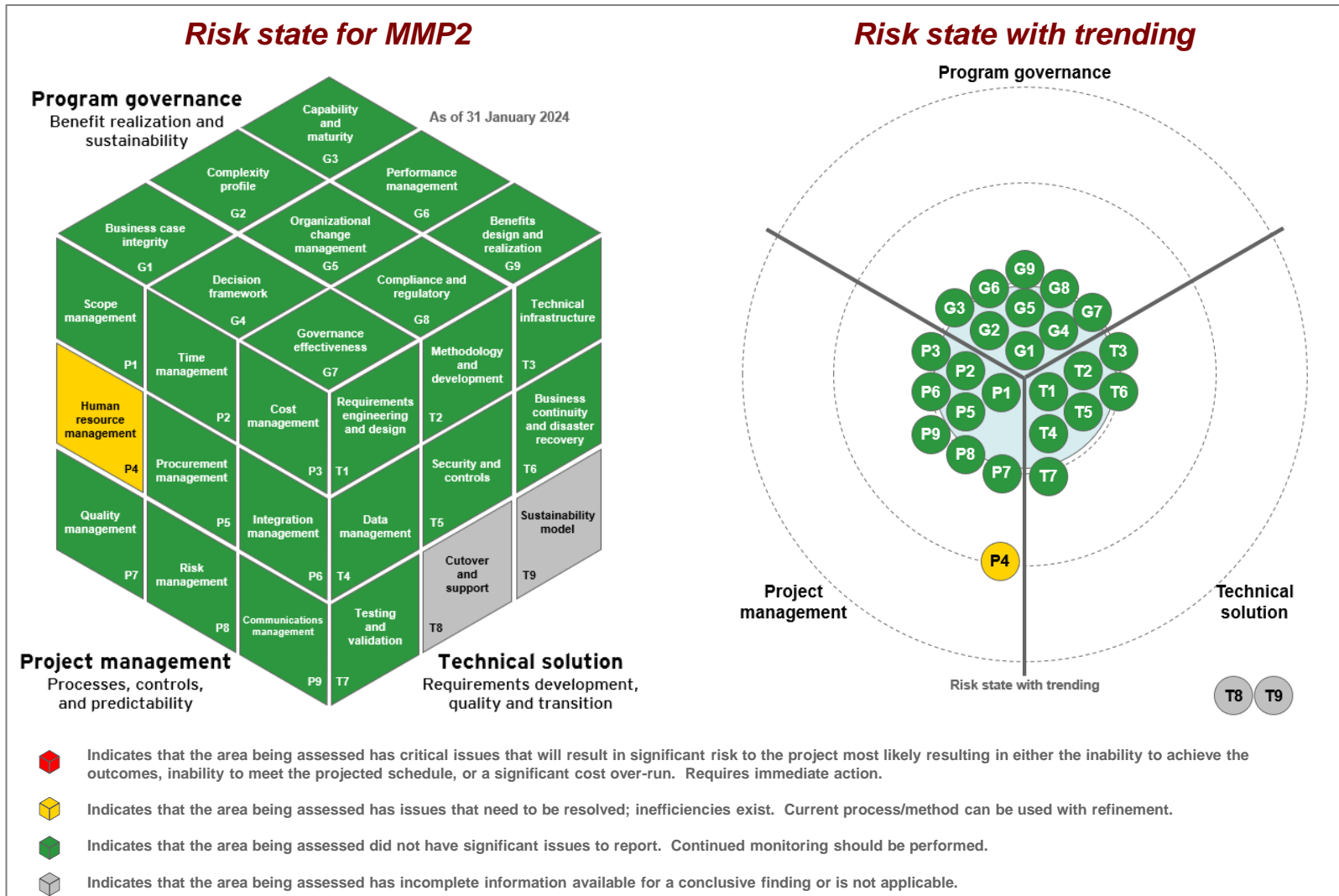


# General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Yes 	<ul style="list-style-type: none"> <li>Overall project risk state is amber – issues and inefficiencies</li> <li>IV&amp;V has one open deficiency for the project</li> </ul>
	Is the project on time?	Trending late 	<ul style="list-style-type: none"> <li>Project is tracking ~51.8 days behind schedule</li> <li>IV&amp;V independently assessed the schedule using industry standard measures</li> </ul>
	Is the project on budget?	Yes 	<ul style="list-style-type: none"> <li>Project is tracking on budget</li> <li>IV&amp;V independently assessed budget based on budget and spend data provided</li> </ul>
	Is project scope being managed?	Yes 	<ul style="list-style-type: none"> <li>Project scope is managed; Change Requests follow the established change management process</li> <li>IV&amp;V reviews the change management process</li> </ul>
	Are risks being managed?	Yes 	<ul style="list-style-type: none"> <li>Project risks are increasing due to continued resource challenges with development and testing staff</li> <li>Additional monitoring of staffing capacity put in place by FLHSMV; agency hiring freeze remains in effect</li> </ul>



# Overall risk state and trending





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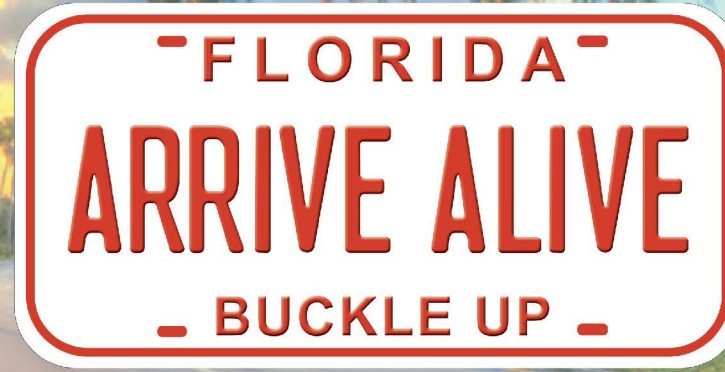
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**FLHSMV**  
FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



# Financial Update Motorist Modernization



# Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	OCO
2017–2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018–2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019–2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020–2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021–2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022–2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
<b>2023–2024</b>	<b>\$9,993,740</b>	<b>\$8,883,765</b>	<b>\$299,975</b>	<b>\$810,000</b>	<b>\$0</b>
*2024–2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
<b>**Phase II TOTAL</b>	<b>\$76,472,148</b>	<b>\$63,734,673</b>	<b>\$3,073,340</b>	<b>\$9,549,435</b>	<b>\$114,700</b>

\*LBR submitted to the Governor's Office of Policy and Budget for approval

\*\*Phase II Totals if FY 24/25 LBR approved



# Phase II Fiscal Year 2023-2024 Spend Plan Summary

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## ❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	<b>\$8,883,765</b>

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$810,000**

❖ **Total Budget** **\$9,993,740**



# Phase II Fiscal Year 2023-2024

## Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
February 2024 Expenditures		\$698,740	\$698,307	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$6,300,486	\$6,290,599	0%
Remaining Funds	\$3,683,597			

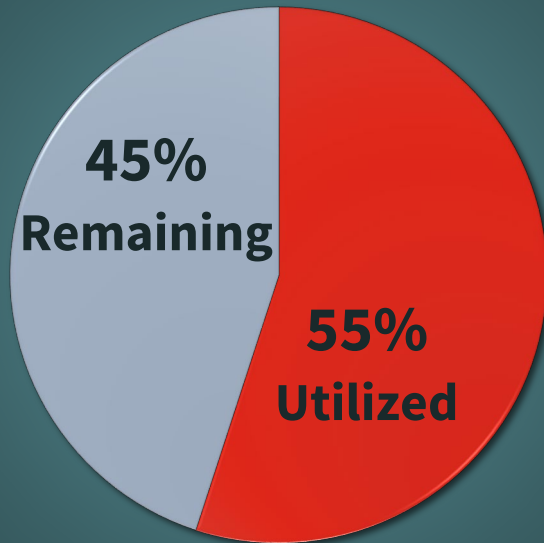


# Utilized and Remaining Budget

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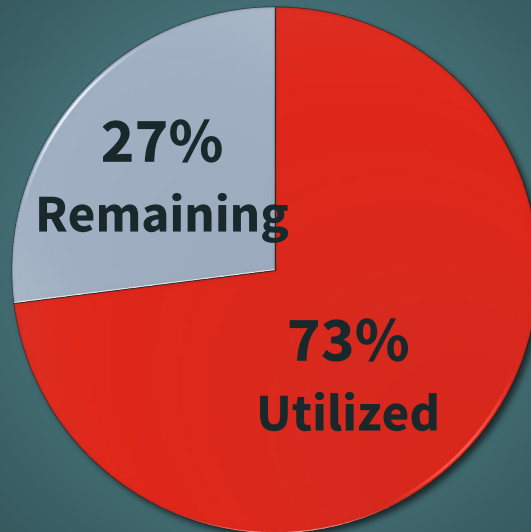
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### Contractual Services



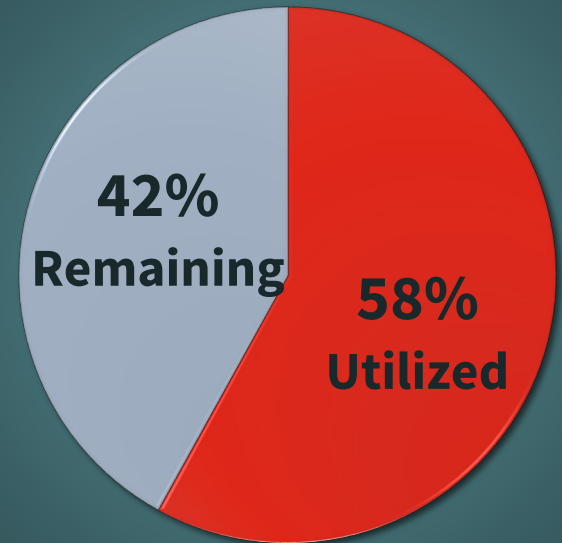
■ Utilized ■ Remaining

### Expense



■ Utilized ■ Remaining ■ ■

### IV&V



■ Utilized ■ Remaining





# Motorist Modernization Phase II Advisory Board

MARCH 12, 2024

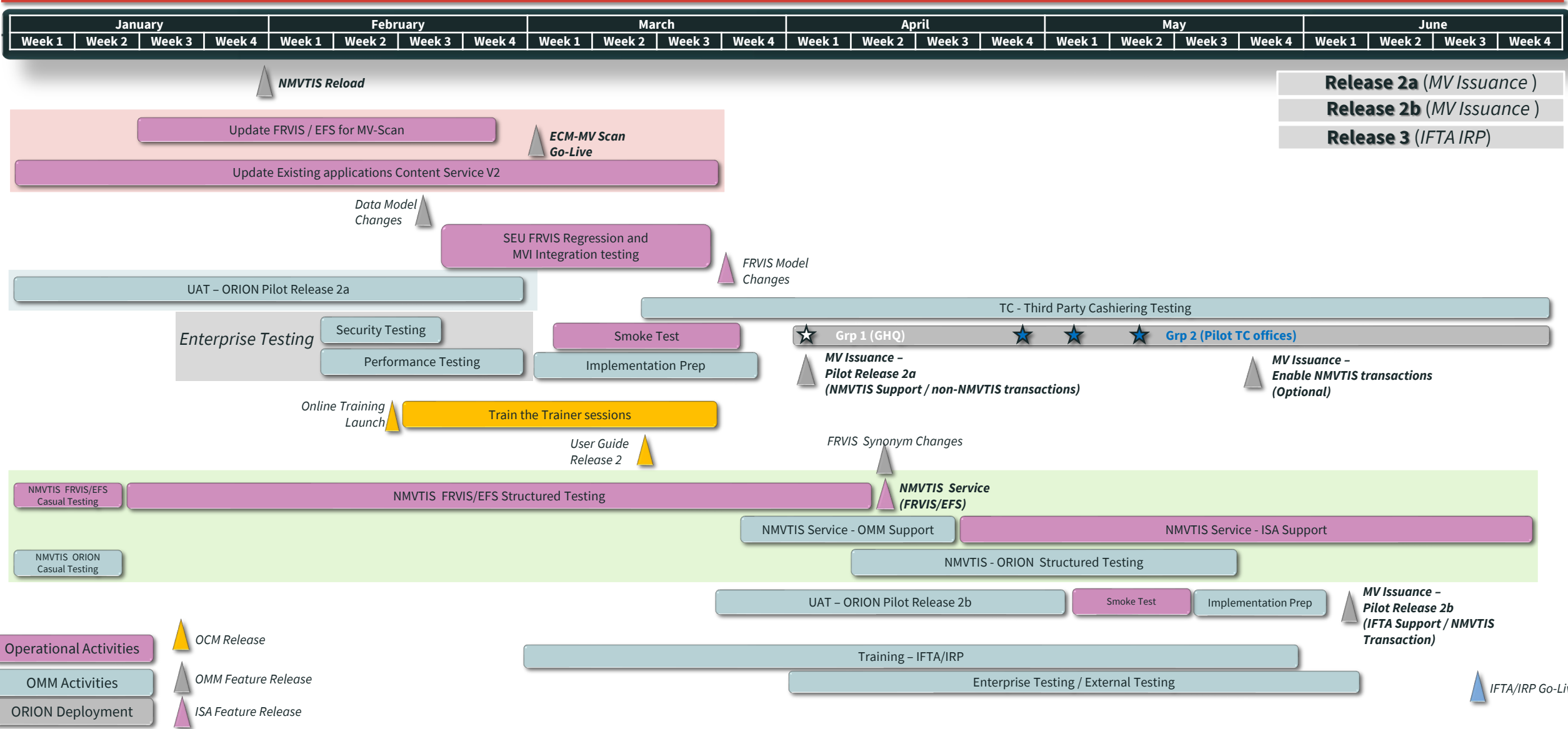


# ORION Releases

- **Release 1 – Motor Vehicle Issuance Inquiry – Oct 2023**
  - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
- **Release 2 - ORION Pilot – Spring 2024**
  - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices (TBD)
- **Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – June 2024**
  - Celtic IFTA/IRP COTS Product and associated ORION updates
- **Release 4 - ORION Statewide – Jan – Jun 2025**
  - All core MVI and Global functionality
- **Release 5 – Motor Vehicle MyDMV Portal – Spring 2025**
  - Motor vehicle functionality additions to MyDMV Portal
- **Release 6 - Batch, Back-Office – Jun 2025**
  - Remaining ORION back-office functionality and Phase II batch functionality

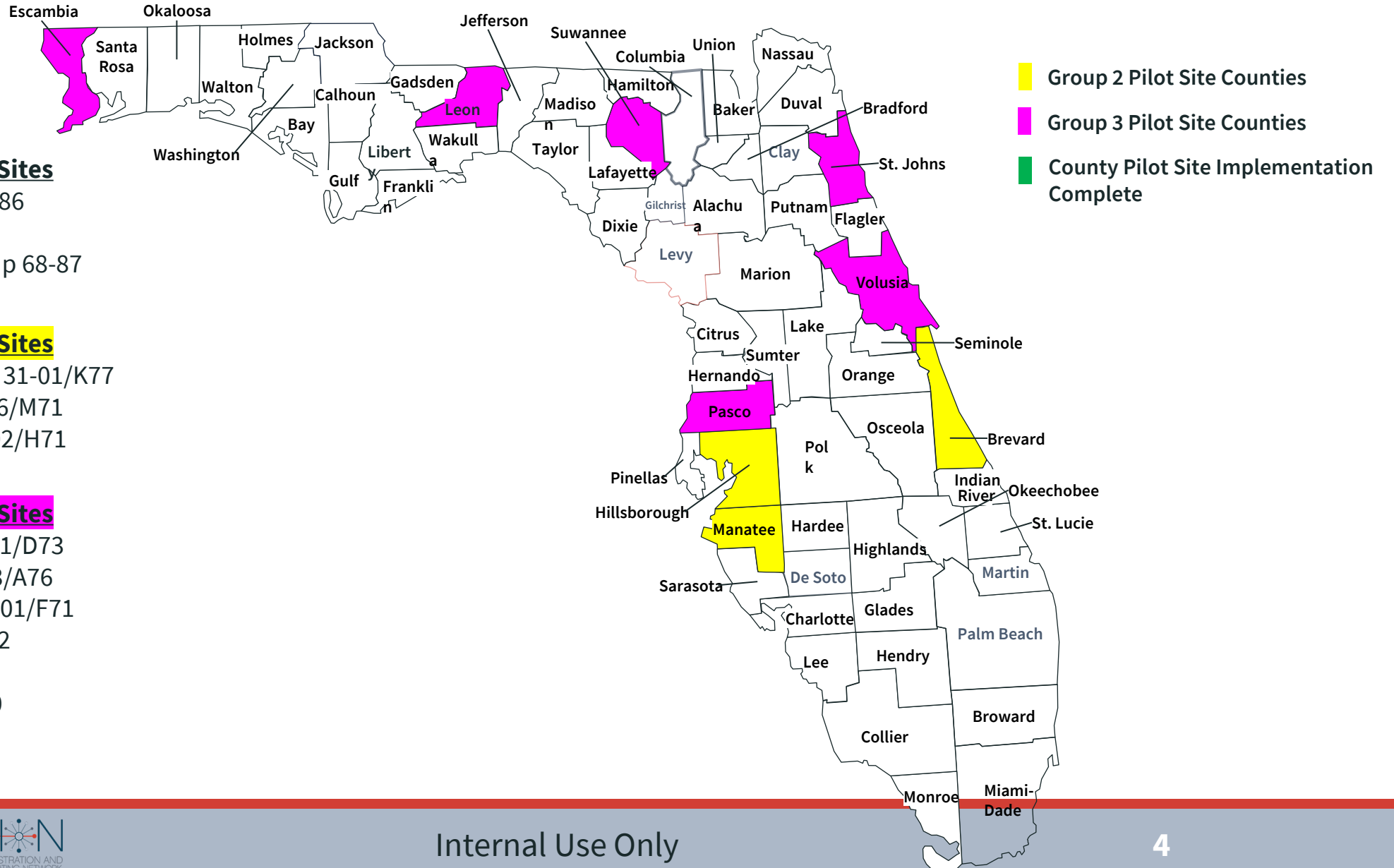


# Phase II Implementation – Schedule and Approach – Release 2-3





# Pilot Offices



### Group 1 Pilot Sites

4 Apr – Direct Mail 68-86  
4 Apr – SEU 85-14  
4 Apr – MV Stops Group 68-87

## Group 2 Pilot Sites

23 Apr – Hillsborough 31-01/K77  
7 May – Manatee 15-06/M71  
14 May – Brevard 19-02/H71

### Group 3 Pilot Sites

TBD – Suwannee 31-01/D73  
TBD – Escambia 09-03/A76  
TBD – Saint Johns 20-01/F71  
TBD – Pasco 28-05/L72  
TBD – Volusia 08-02  
TBD – Leon 13-03/B70



# Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 102 functional areas Build Complete: 73 Build In Progress: 7 Build Late: 10					
MV Globals	Total: 54 functional areas Build Complete: 36 Build In Progress: 5 Build Late: 9					
Portal/Fleet	Total: 43 functional areas Build Complete: 16 Build In Progress: 8 Build Late: 16					
IFTA/IRP	Total: 27 functional areas Build Complete: 27 Build In Progress: 0 Build Late: 0					

## Risks & Issues Impacting Teams & Remediation

- Staffing Vacancies (4 Developer Vacancies, 11 SEU Vacancies, 14 CVDS Vacancies, 8 LDO Vacancies) – Jobs posted
- National Motor Vehicle Title Information System (NMVTIS) Structured Testing – CR 44 recognized proposed scope change for Release 2a because of dependency on NMVTIS web service for ORION



# Release 2 – ORION Pilot – Critical Path

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- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **Knowledge Transfer with ISA for Support**
- **User Guides**



# Release 2 – ORION Pilot – Critical Path - NMVTIS

- **NMVTIS Reload**

- **Initial Extract Brand & Title**
- **Discrepancy Files from American Association of Motor Vehicle Administrators (AAMVA)**

- **NMVTIS Web Service Integration**

- **Electronic Filing System (EFS)**
- **Florida Real-Time Vehicle Information System (FRVIS)**

- **NMVTIS Structural Testing (Original Plan - Jan 2024 – Mar 2024)**

- **EFS/FRVIS (22 Jan 2024 – 12 Apr 2024)**
- **ORION (15 Apr 2024 – 31 May 2024)**



# Release 2 – ORION Pilot – Critical Path - ISA

- **WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS – In Test**
- **WRAP 8186: OMM Phase II - ECM MVSCAN EFS**
- **WRAP 8148: USDOT Number - OMM Phase II – 3/2/2024**
- **WRAP 8154: Database Change - OMM Phase II FRVIS – In Test**
- **Legislative WRAPS – not critical to Pilot but, will impact resources and priorities**



# ORION Pilot Release 2 – Organizational Change Management (OCM)

In preparation and support for Release 2, the OCM team will:

- Hold **Change Champion Network Connects** with 76 Change Champions and conduct **Engagement Meetings** with FLHSMV divisions and bureaus
  - ORION demos
  - Phase II schedule updates
  - Training and Communication updates
  - Q & A
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages
- Create Phase II Pilot and Go-Live **inventory checklists**
- Conduct **Pilot Assessments** for readiness with offices as they onboard